**EXPLANATION OF SIGNIFICANT
MODIFICATIONS TO JPSA MEASURES**

**Measure 1:**

Description:
- Language added regarding inclusion of loop qualification

Method of Calculation:
- Method added to reflect agreement reached by parties on standard/method

Measurable Standard:
- Mechanized standard added to reflect agreement reached by parties on standard
- Manual CSR standard for GTE modified based on agreement of parties
- Manual loop qualification modified based on agreement of parties (Pacific Bell only)

Business Rules:
- Language added to describe measured interval for Pacific and GTE
- Language added to explain that requests of more than 50 CSRs are excluded for Pacific
- Language added to specify which interfaces are measured
- Language added to explain that fully electronic processes are measured against system hours, and manual processes are measured against business hours

Notes:
- Language deleted regarding audit and information submission obligations already met by Pacific and GTE
- Language deleted regarding GTE's obligation to implement electronic pre-order processes, on basis that such language should not be part of JPSA
- Language added to clarify that GTE does not support manual engineering query for loop qualification
- Language added to reflect that Service Bureau Provider processing, availability and response time is not counted against Pacific

**Measure 2:**

Description:
- Language clarified by adding "valid" before service request

Reported By:
- Language added to reflect GTE's agreement to report Standalone DSRs as separate SGT

Measurable Standard:
- Language added to reflect agreement with Pacific on treatment of projects

**NOTE:** This document is intended for informational purposes only. It is designed to help those who were not directly involved in the JPSA negotiations understand where and how certain measures were modified by the Settling Parties. To the extent this document differs from the actual JPSA that is being submitted for approval, the language in the JPSA should control.

- Language added to reflect Interconnection Trunk Requests - Held and Denied will be measured at parity. (Pacific Bell only)

Business Rules:
- Language added to reflect agreement that delays caused by customers are excluded
- Language added to explain that fully electronic processes tracked during against system hours
- Language added to reflect agreement to exclude loop qualification time for certain products
- Language added to exclude delays for customer reasons
- Language added to reflect agreement among parties that days measured will be business days
- Language added to reflect agreement that ILEC will only perform pre-qualification if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required

Notes:
- Language deleted regarding projects
- Language deleted regarding interim benchmarks and diagnostic reporting
- Language added to reflect that Service Bureau Provider processing, availability and response time is not counted against Pacific

**Measure 3:**

Method of Calculation:
- Modified to show calculation for mechanized rejects and manual rejects

Reported by:
- Updated to include High Bandwidth line-sharing UNE and Standalone Directory Listings

Measurable Standard:
- Language added to reflect agreement with Pacific on treatment of projects

Business Rules:
- Language added to explain time measured for fully electronic processes and manual processes
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- Language added to exclude delays for customer reasons
- Language added to reflect agreement to exclude loop qualification time for certain products
- Language added to reflect agreement that ILEC will only perform pre-qualification if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required

Notes:
- Language added to reflect that Service Bureau Provider processing, availability and response time is not counted against Pacific

**Measure 4:**

Description, Method of Calculation, and Reported By:
- Clarified language regarding electronically received orders

Measurable Standard:
- Agreed to review standard at next review period
- Clarified as diagnostic only

Business Rules:
- Language added to reflect agreement regarding exclusion of orders with syntax, but not content, errors

**Measure 5:**

Reported By:
- Modified measure to disaggregate only by Service Group Type ("SGT"), and not by interface type or type of jeopardy ("lack of facilities" or "all other")

Measurable Standard:
- Language added to reflect agreement on SGTs

Business Rules:
- Language added to explain that raw data will include jeopardy codes
- Language added to reflect that UNE subloop will be tracked diagnostically
- Language added that Dark Fiber will be tracked diagnostically until next periodic Performance Measures review

Notes:
- Language deleted as no longer necessary
- Language added "Does not include Missed Commitments"

**Measure 6:**

Method of Calculation:
- Added clarifying language

Reported By:
- Modified measure to disaggregate only by SGT, and not by interface type or type of jeopardy (" lack of facilities" or "all other") and that SGT disaggregation will be the same as Measure 5

Measurable Standard:
- Language added to reflect agreement on benchmarks for Pacific Bell and that GTE will track data for 4 months to establish benchmarks

Business Rules:
- Language added to explain that raw data will include jeopardy codes

Notes:
- Language regarding programming and reporting deleted as no longer necessary
- Language regarding obligation to issue jeopardy notices deleted on basis that such language should not be part of the JPSA


## Measure 7:

Measurable Standard:
- Language added to reflect agreement on SGTs

Business Rules:
- Language clarified regarding the exclusion of orders that have an interval different from offered interval
- Language added regarding treatment of projects
- Language added to reflect that UNE subloop will be tracked diagnostically
- Language added regarding diagnostic treatment of dark fiber
- Language added that for UNE loop services, feature only orders are excluded from retail analog

Notes:
- Language deleted regarding projects (see Business Rules)
- Language modified regarding appropriate analog for DSL services


## Measure 8:

Measurable Standard:
- Language added to reflect agreement on SGTs

Business Rules:
- Language clarified regarding the exclusion of orders that have an interval different from standard interval
- Language added to reflect that UNE subloop will be tracked diagnostically for Pacific
- Language added regarding diagnostic treatment of dark fiber by Pacific
- Language added that for UNE loop services, feature only orders are excluded from retail analog

Notes:
- Language deleted regarding projects (see Business Rules)
- Language modified regarding appropriate analog for DSL services

**Measure 9:**

Description and Method of Calculation:
- Language clarified regarding Pacific measure, changing "orders" to "cutovers"
- Language added to define description and method of calculation for GTE

Report Structure:
- Clarified to reflect that ILEC reporting applies only to Pacific

Reported By:
- Language clarified regarding Pacific measure
- Definitional language added for GTE

Measurable Standard:
- Language updated from PNP to LNP for Pacific

Notes:
- Language added to clarify definition of "cutovers"

**Measure 9A:**

New measure added to reflect agreement between CLECs and Pacific on measuring Frame Due Time conversions

Description:
- Measures percentage of Frame Due Time cutovers completed by committed time

Method of Calculation
- Percentage of frame due time cutovers completed by committed time

Report Period and Report Structure:
- Monthly by individual CLEC, CLECs in aggregate, by ILEC and ILEC affiliates

Measurable Standard:
- 95% in one hour

Business Rules:
- Excludes CLEC caused misses
- Applies to CLEC requested FDT orders

Notes:
- Includes initial and subsequent attempts to complete cutover
- Includes up to 19 UNE Loops or up to 99 TNs for standalone LNP

**Measure 10:**

Description and Method of Calculation:
- Language updated from PNP to LNP

Measurable Standard:
- Language added to reflect agreement on benchmark measures for Pacific and GTE

Business Rules:
- Language modified regarding tracking of provisioning failures
- Language added to reflect that certain broadcast exclusions applies only to Pacific
- Language added to reflect agreement to exclude large porting activities for Pacific

Notes:
- Language regarding GTE reporting requirement deleted as no longer relevant

**Measure 11:**

Measurable Standard:
- Language added to reflect agreement on SGTs

Business Rules:
- Language added to reflect agreement to exclude feature only orders the Pacific's retail analog for UNE loop
- Language added to reflect that UNE subloop will be tracked diagnostically
- Language added regarding diagnostic treatment of dark fiber
- Language added regarding record only ILEC official orders

Notes:
- Language added that ILECs will provide disaggregation by missed appointment reason codes upon request as part of raw data request
- Language deleted regarding analog as unnecessary

**Measure 12:**

Measurable Standard:
- Language added to reflect agreement on SGTs

Business Rules:
- Language added to reflect agreement to exclude feature only orders from the retail analog for UNE loop services

Notes:
- Language modified regarding appropriate analog for DSL services

**Measure 13:**

Measurable Standard:
- Language added to reflect agreement on SGTs

Business Rules:
- Language added to reflect agreement to exclude feature only orders from the retail analog for UNE loop services

Notes:
- Language modified regarding appropriate analog for DSL services

**Measure 14:**

Measurable Standard:
- Language added to reflect agreement on SGTs

Business Rules:
- Language added to reflect agreement to exclude feature only orders from the retail analog for UNE loop services

Notes:
- Language modified regarding appropriate analog for DSL services
- Language added to reflect that UNE subloop will be tracked diagnostically
- Language added regarding diagnostic treatment of dark fiber
- Language added that ILECs will provide disaggregation by missed appointment reason codes upon request as part of raw data request

**Measure 15:**

Method of calculation:
- Updated to create separate calculations for parity and benchmark sub-measures

Reported By:
- Language modified to reflect new agreement on SGTs

Measurable Standard:
- Language modified to reflect new agreement on SGTs for Pacific
- Language added to reflect 4 month review period for GTE before benchmarks proposed on SGTs

Business Rules:
- Language added to reflect understanding that new service installations are not included in this measure

Notes:
- Language added to clarify that additional data is available from ILECs "upon request" as part of raw data request
- Language regarding GTE programming and reporting obligations deleted as not appropriate for the JPSA
- Language regarding development of measure deleted as no longer relevant

**Measure 15A:**

Measure 15A was added to capture *duration* of provisioning troubles, as opposed to *frequency*, which is captured in Measure 15.

Description:
- Measures average duration of trouble from receipt of trouble report to the time trouble is cleared

Method of Calculation:
- Total duration of provisioning trouble reports divided by total number of provisioning trouble reports

Report Period and Report Structure:
- Monthly by individual CLEC, CLECs in aggregate, by ILEC and ILEC affiliates

Measurable Standard:
- Language added to define SGTs and standards for ILECs

Business rules:
- Excludes listed reports and certain troubles

Notes:
- Language added that ILECs will provide disaggregation by missed appointment reason codes upon request as part of raw data request

**Measures 16:**

Measures 16 and 17 were simplified by making Measure 16 strictly applicable to Special Services and Measure 17 strictly applicable to Non-Special Services.  Formerly, Measure 16 applied to all services for Pacific and designed services for GTE, and Measure 17 applied to non-designed services for GTE.

Description
- Added language clarifying  the types of orders included in this measure

Method of Calculation
- Added language clarifying ILEC method of calculation

Measurable Standard:
- Language added to reflect agreement on SGTs

Business Rules:
- Language added to reflect agreement on necessary adjustment when no orders are processed in a given month (Pacific Bell only)

Notes:
- Language added to clarify that additional data is available from ILECs "upon request" as part of a raw data request
- Language deleted regarding appropriate analog for DSL services
- Language regarding development of measure deleted as no longer relevant (PM 16)
- Language added that results for UNE subloops and dark fiber will be tracked diagnostically until next periodic review

**Measure 17:**

Measures 16 and 17 were simplified by making Measure 16 strictly applicable to Special Services and Measure 17 strictly applicable to Non-Special Services. Formerly, Measure 16 applied to all services for Pacific and designed services for GTE, and Measure 17 applied to non-designed services for GTE

Description:
- Added language clarifying the types of orders included in this measure

Method of Calculation
- Added language clarifying method of calculation by ILEC

Measurable Standard:
- Language added to reflect agreement on SGTs

Business Rules:
- Language added to reflect agreement on necessary adjustment when no orders are processed in a given month (Pacific Bell only)

Notes:
- Language added to clarify that additional data is available from ILECs "upon request" as part of a raw data request
- Language added to reflect agreement to track FDT and TBCC diagnostically
- Language added that results for UNE subloops will be tracked diagnostically until next periodic review

**Measure 18:**

Description:
- Language modified to reflect agreement to move from average to percentage

Method of Calculation
- Calculation modified to reflect agreement to move from average to percentage

Reported by:
- Language modified to reflect agreement to cover all interfaces for both ILECs

Measurable Standard:
- Standard modified to reflect agreement to move to percentage and to provide a standard for electronic orders that fall out for manual processing

Business Rules:
- Language added to explain that system hours are used to measure fully electronic submeasures

Notes:
- Language regarding interim benchmarks and regarding GTE's programming and reporting obligations deleted as not appropriate for JPSA
- Language added to explain that this measure does not pertain to disconnect orders placed by the ILEC

**Measures 19-21:**

Reported By:
- Language modified from PNP to LNP

Measurable Standard:
- Language added to reflect agreement on SGTs

Business Rules:
- Language added to reflect that results for GTE exclude provisioning trouble reports
- Language added to include TOK and FOK reports

Notes:
- Language added to clarify that additional data is available from ILECs "upon request"as part o f a raw data request
- Language deleted regarding appropriate analog for DSL services
- Language deleted regarding development of measure
- Language added that results for UNE subloops and dark fiber will be tracked diagnostically

**Measure 22:**

Measurable Standard:
- Language added to reflect agreement on SGTs
Notes:
- Language added that results for UNE subloops will be tracked diagnostically by UNE loop type (Pacific only)

**Measure 23:**

Reported By:
- Language modified from PNP to LNP

Measurable Standard:
- Language added to reflect agreement on SGTs

Notes:
- Language added to clarify that additional data is available from ILECs "upon request"as part of a raw data request
- Language deleted regarding appropriate analog for DSL services

**Measures 24:**

Report By:
- Language modified to reflect agreement to report by total trunk groups on a statewide basis

Business Rules
- Language added to reflect agreement on reporting requirement to provide detailed information for all trunk groups not meeting 2% level

Notes:
- Notes deleted as no longer relevant

**Measure 25:**

Report By:
- Language  modified to reflect agreement to report by total trunk groups by individual CLEC on a statewide basis

Business Rules:
- Language added to reflect agreement to exclude failures caused by CLEC not completing growth trunk provisioning by scheduled due date

Notes:
- Notes deleted as no longer relevant

**Measure 26:**

Business Rules:
- Language modified to reflect agreement to exclude NXX code that cannot be completely tested because CLEC has not provided accurate test number or CLEC facilities have not been installed
- Language added that both additions and deletions to NXX codes are included in the measure

**Measure 27:**

Measure deleted in favor of replacing process with parity by design process, i.e., broadcast email notification simultaneously to retail and wholesale.

**Measure 28:**

Reported By and Measurable Standard:
- Language modified to reflect movement to parity for most reported services

**Measure 29:**

This measure which measures accuracy of usage feed has now been fully defined by the parties

Description:
- Measures the completeness of content, accuracy of information and conformance of formatting of the records ILECs transmit to CLECs

Method of Calculation:
- Total number of total correct usage records processed in reporting period reflecting complete information, content and formatting divided by total number of usage records received and processed

Report Period and Report Structure:
- Monthly by individual CLEC and CLECs in aggregate

Measurable Standard:
- Data will be collected and appropriate benchmarks discussed at next review or after three months of data are available

Business rules:
- Includes language defining various business rules for this measure

**Measure 30:**

Description, Method of Calculation, and Measurable Standard:
- Language clarified to reflect calendar days

Notes:
- Language added to reflect that GTE will report UNE and Resale as a combined result

**Measure 31:**

Notes:
- Language added to reflect time period for capturing data for Pacific
- Language added to reflect that GTE will report UNE and Resale as a combined result


**Measures 32 and 33:**

Method of Calculation:
- Language added to reflect GTE's method of calculation using dollar amounts

Measurable Standard:
- Language modified to reflect measurable standard agreement with GTE

Business Rules:
- Language added to reflect agreement to exclude mandated billing changes

Notes:
- Language added to reflect that measure will be retired for Pacific 60 days after it begins reporting on Measure 35

**Measure 34:**

Business Rules:
- Language added to reflect agreement to exclude mandated billing changes

Notes:
- Language added to reflect that GTE will report UNE and Resale as a combined result


**Measure 35:**

This measure was added to capture timeliness of billing completion notices. Pacific does not yet have a billing completion notice process in place. Accordingly, Pacific will report the percentage of orders completed in the billing system in a timely manner under Measures 32 and 33 until the notice process is complete. Thus, Pacific will cease reporting Measures 32 and 33 60 days after it begins reporting under the new Measure 35


**Measure 36:**

This measure which measures accuracy of mechanized bill feed has now been fully defined by the parties


Description:
- Measures accuracy of mechanized bill feeds that are accurately passed to CLECs

Method of Calculation:
- Equations added to define method of calculation for BOS-BDT and EDI formats

Report Period and Report Structure:
- Monthly by individual CLEC and CLECs in aggregate

Measurable Standard:
- Data will be collected and appropriate benchmarks discussed at next review or after three months of data are available

Business rules:
- Includes language defining various business rules for this measure

**Measure 37:**

Description:
- Language added to reflect Pacific's agreement to track LIDB service order generated updates

Method of Calculation
- Language added to include benchmark for direct gateway updates

Measurable Standard:
- Language clarified to specify calendar days

Notes:
- Updated to reflect GTE's compliance with certification

**Measure 38:**

Description:
- Language added to reflect Pacific's agreement to track LIDB service order generated updates

Reported by:
- Language added to include Pacific's agreement to track LIDB service order generated updates

Notes:
- Updated to reflect GTE's compliance with audit

**Measure 39:**

Report By:
- Language added to clarify that service order generated updates are for Pacific only

- Language added that Pacific and GTE will both track direct gateway updates

Measurable Standard:
- Language added to reflect that the ILECs track direct gateway inputs only

Business Rules:
- Language added to clarify the tracking of E911 processing intervals

## Measure 40:

Method of Calculation:
- Language added to reflect separate standard for Space Availability and Price/Schedule Quote

Measurable Standard:
- Language added to specify calendar days

Business Rules:
- Language added to reflect agreement on treatment of revised applications
- Language added to identify impact of collocation request changes on processing intervals associated with Power, HVAC and major building modifications
- Language added to reflect agreement on the effect of large orders on cageless collocation request processing intervals (Pacific only)

## Measure 41:

Measurable Standard:
- Language added to specify calendar days

Business Rules:
- Language added to reflect agreement to exclude requested due dates greater than standard interval
- Language added to reflect agreement on the effect of large orders on cageless collocation construction intervals (Pacific only)

## Measure 42:

Method of Calculation:
- Language changed from system to interface

Report Structure:
- Language added to reflect agreement to report ILEC affiliate data

Measurable Standard:
- Language changed from system to interface

Notes:
- Language added to reflect that GTE reports data on a nationwide basis

**Measure 43:**

Measure deleted in favor of replacing process with parity by design process, i.e., broadcast email notification simultaneously to retail and wholesale.

**Measure 44:**

Report By:
• Language added to reflect Pacific's agreement to report for provisioning center

Measurable Standard:
• Language modified to reflect GTE's benchmark going to average of 17 seconds from 20 seconds for repair and ordering centers
• Language added to reflect Pacific's agreement to report for provisioning center, including an agreed benchmark for this new sub-measure

Notes:
• Language added to reflect that GTE reports data on a nationwide basis